



**REQUEST FOR PROPOSALS**

**FOR**

**SERVICES PROVIDING DATA MANAGEMENT AND  
CUSTOMER CALL CENTER**

**RFP RELEASE DATE:** July 23, 2019

**RESPONSE DEADLINE:** 3:00 PM on August 2, 2019

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## Overview

Monterey Bay Community Power Authority (“MBCP”) is seeking proposals for data management and customer service support functions necessary to operate its Community Choice Aggregation Program (“CCA Program” or “Program”). This Program serves residential, commercial, industrial and Agriculture customers located within the Monterey, Santa Cruz and San Benito Counties with planned expansion to the Cities of San Luis Obispo (“SLO”) and Morro Bay in January of 2020. Pending necessary approvals, MBCP anticipates expanding the Program to include the Cities of Del Rey Oaks (Monterey County), Arroyo Grande, Grover Beach, Paso Robles and Pismo Beach (SLO County), and Santa Barbara County in 2021. MBCP further anticipates that the incorporated cities of Carpinteria, Goleta, Guadalupe and Santa Maria will likely explore joining MBCP’s Program in 2021 in addition to the County of SLO. All anticipated expansions are subject to necessary approvals of the potential member agency and the MBCP Policy Board.

MBCP provides two distinct retail service offerings to participating customers. The default service option includes a renewable energy content that exceeds the minimum procurement requirements established under California’s Renewables Portfolio Standard (“RPS”) program, supplemented with hydroelectricity to provide a zero or very low carbon energy content. The retail generation rates associated with MBCP’s default service option are equivalent, if not identical, to the tariffs charged by the incumbent electric utility, Pacific Gas and Electric (“PG&E”). A voluntary service option comprised of 100% renewable electricity is available to interested MBCP customers at \$0.01/kWh more than the MBCP default tariff.

Through this Request for Proposals (“RFP”) process, MBCP is seeking proposals for the services required to: (1) manage MBCP customer account data; (2) exchange customer usage, rates, billing and payment data with PG&E and Southern California Edison (“SCE”); (3) enroll and shadow-bill remaining customers in rate ready billing as it becomes available from PG&E; (4) enroll new customers in SCE service territory; (5) manage customer call center and respond to MBCP customer service calls; (6) address MBCP customer service issues; and (7) transition services from MBCP’s current data vendor.

Currently, peak demand for the MBCP Program is approximately 500 MW; annual energy requirements are approximately 3,069 GWh; and MBCP’s retail service accounts total approximately 272,000. The anticipated addition of SLO and Morro Bay in 2020 is projected to increase peak demand by approximately 40 MW; annual energy requirements by approximately 200 GWh; and MBCP’s retail service accounts by approximately 30,000. These projections assume that 5% of prospective MBCP customers in SLO and Morro Bay will opt-out of (i.e., not participate in) the Program, electing to continue bundled service with PG&E instead.

MBCP anticipates enrolling current and prospective customers per the following schedule:

- October 2019: all non-NEM commercial, agricultural, and street light accounts enrolled into rate ready from bill ready.

- January 2020: SLO and Morro Bay non-NEM residential and commercial accounts enrolled with MBCP rate ready. NEM accounts enrolled with MBCP bill ready.
- January 2021: Additional SLO County Cities and the County of Santa Barbara accounts enrolled with MBCP rate ready in PG&E service territory and bill ready or rate ready (if available) in SCE service territory.

Respondents *must* propose in accordance with the pricing requirements that are described within the Proposal Requirements section (below); responsive proposals *must* also address all specified services as described herein.

This RFP will be conducted in accordance with the schedule set forth below. Final selection will be contingent upon MBCP Board authorization.

## **RFP Schedule**

Release RFP	July 23, 2019
Deadline for Question Submittal	July 26, 2019
Posting of Responses to Questions	July 30, 2019
Proposals Due	August 2, 2019
Interviews and Contract Negotiations	August 5 - 13, 2019
Contract Completed	August 14, 2019

## **Monterey Bay Community Power Background**

Monterey Bay Community Power was formed in February 2017 as Community Choice Energy Program of all 19 local governments within the greater Monterey Bay area, including the Counties of Santa Cruz, Monterey, San Benito and 16 of the 18 cities located within (King City and Del Rey Oaks didn't join the founding members). Key objectives of the prospective MBCP program included: 1) reducing greenhouse gas emissions related to the use of electricity in the Monterey Bay area and neighboring regions; 2) providing electric power and other forms of energy to customers at rates that would be competitive with the incumbent utility; 3) stimulating and sustaining the local economy by lowering electric rates and supporting local energy projects; and 4) promoting long-term electric rate stability and energy security, as well as system reliability, for program participants through local control of electric generation planning and procurement.

The Implementation Plan adopted by the MBCP Board of Directors on August 16, 2017 and submitted to the CPUC for certification on August 17, 2017, was approved on November 15, 2017. The Implementation Plan and other information regarding MBCP can be found at [www.mbcommunitypower.org](http://www.mbcommunitypower.org).

In March and July 2018 all non-residential and residential customers respectively were enrolled as described in the Implementation Plan and consistent with the laws and regulations governing CCAs, except for those customers who affirmatively elected to "opt-out" of the CCA Program and remain bundled service customers of PG&E. Following MBCP service commencement, PG&E continued to provide distribution, metering and billing services to MBCP customers.

In November 2018 the cities of SLO and Morro Bay adopted resolutions to request membership in the MBCP Joint Power Authority. The MBCP Operations Board adopted a resolution to approve the inclusion of SLO and Morro Bay at their December 5, 2018 meeting. The addendum to the MBCP Implementation Plan was submitted to the CPUC on December 7, 2018 and approved on March 7, 2019. SLO and Morro Bay residential and commercial customers are anticipated to be enrolled in January 2020. Additionally, the City of Del Rey Oaks formally adopted a resolution to join MBCP in May 2019. Currently, MBCP is in the process of recruiting the remaining Cities and County of San Luis Obispo as well as Santa Barbara County and the cities therein and expect to amend the MBCP Implementation plan for their enrollment as early as January of 2021.

During December 2018 MBCP completed the first CCA rate ready migration of all non-NEM residential customers. It is anticipated that PG&E will be prepared for the migration of all non-NEM commercial, agricultural and streetlight accounts in October 2019, and the migration of all NEM accounts in the middle of 2020.

It is expected that at the end of the calendar year 2020 or early 2021 MBCP will abandon the current rate design, which consists of rate parody with PG&E, and instead adopt a cost-plus model. Designing rates based on sound practice of defining cost of service and required revenues, allocating these costs to the various customer classes and define the rates for each customer class.

The requested services under this solicitation are described below.

# Scope of Work

## 1. Electronic Data Exchange Services

- a. Process CCA Service Requests (“CCASRs”) from/to PG&E which specify the changes to a customer's choice of service(s), such as enrollment in MBCP, enrollment in rate ready, customer initiated returns to bundled utility service or customer initiated returns to direct access service (814 Electronic Data Interchange Files).
- b. Obtain all customer usage data, including hourly interval usage data at billing level quality, from PG&E's Metered Data Management Agent (“MDMA”) server and related SCE server to allow for timely billing (according to PG&E and SCE requirements) of each MBCP customer (867 Electronic Data Interchange Files).
- c. Maintain and communicate the amount to be billed by PG&E and SCE for services provided to MBCP customers on bill ready (810 Electronic Data Interchange Files).
- d. Receive and maintain all data related to payment transactions toward CCA charges, as received from PG&E and SCE, after payment is received by PG&E and SCE from CCA customers (820 Electronic Data Interchange Files).
- e. Provider shall participate in the Customer Data Acquisition Program (“CDA”) beta testing for SmartMeter data sharing as MBCP's Data Manager.

## 2. Qualified Reporting Entity (“QRE”) Services

- a. Consistent with terms and conditions included in the Qualified Reporting Entity Services Agreement(s) between MBCP and Data Management Provider, serve as QRE for certain locally situated, small-scale renewable generators supplying electric energy to MBCP through its feed-in tariff (FIT) and/or other local renewable generation programs.
- b. Submit a monthly generation extract file to the Western Renewable Energy Generation Information System (“WREGIS”) on MBCP's behalf, which will conform to the characteristics and data requirements set forth in the WREGIS Interface Control Document for Qualified Reporting Entities.
- c. Provider shall receive applicable electric meter data from PG&E and SCE for projects participating in MBCP's FIT program, consistent with PG&E and SCE's applicable meter servicing agreement, and shall provide such data to MBCP for purposes of performance tracking and invoice creation.
- d. Provide MBCP with a copy of the Data Management Provider's intended form of QRE Services Agreement, which shall be subject to MBCP's review and prospective, mutually agreeable revisions.

## 3. Customer Information System

- a. Establish an operational Customer Relationship Management System within 30 days of contract execution and establish an operational Customer Information System within 60 days of contract execution that can be segmented and organized by rate tariff, industry sector and jurisdiction.
- b. Maintain an accurate database of all eligible accounts which are located in the MBCP service area and identify each account's enrollment status (opted out, program

- enrollment, SA change, etc), rate tariff election(s), payment history, collection status, on-site generating capacity, if applicable, and any correspondence with customer as well as other information that may become necessary to effectively administer the MBCP Program as mutually agreed to by parties from time to time.
- c. Allow MBCP to have functional access to the online database for purposes of (1) adding comments related to customer interactions and other account notes, (2) querying customer usage data to aggregate at various levels such as by city, county, rate class, etc., (3) developing reports both internal and customer facing related to any and all customer information.
  - d. Allow MBCP to view customer email or written letter correspondence within an online database and link those correspondences back to the particular customer account.
  - e. Maintain and provide as-needed historical usage data on all customers for a time period equal to the lesser of either (a) the start of customer service to present or (b) five years.
  - f. Until a cloud-based storage solution for SmartMeter historical usage data is implemented, Provider will store SmartMeter historical usage data, as received by the MDMA, for a 48-hour window.
  - g. Maintain viewing access, available to appropriate MBCP staff, to view PG&E and SCE bills for MBCP customers, including supporting the intuitive parsing and labeling of PG&E and SCE provided files. Maintain accessible archive of billing records for all MBCP customers from the start of MBCP Service or a period of no less than five years.
  - h. Maintain and communicate as-needed records of customers who have been offered service with MBCP but have elected to opt out, either before or after starting service with MBCP.
  - i. Maintain and communicate as needed records of Net Energy Metering credits and generation data for customers to be posted on bill and settled at least annually.
  - j. When requested by MBCP, place program charges on the relevant customer account, identified by Service Agreement ID (“SAID”).
  - k. Identify customers participating in various MBCP programs in the database.
  - l. Include various program payment information in all relevant reports.
  - m. Perform quarterly MBCP program reviews to assess appropriate customer charge levels.
  - n. Maintain all customer data according to MBCP’s customer privacy policy and the requirements of relevant California Public Utilities Commission Decisions, including D.12-08-045, as well as completion of a daily backup process.
  - o. Maintain a Data Management Provider Security Breach Policy.

#### **4. Customer Call Center**

- a. Provide professional Interactive Voice Response (“IVR”) recordings for the CCA customer call center.
- b. Provide an option for IVR self-service and tracking of how many customers start and complete self-service options without live-agent assistance.
- c. Staff a call center, during any CCA Statutory Enrollment Period, 24 hours a day, 7 days



- a week to process opt out requests.
- d. Staff a call center during Non-Enrollment Periods between the hours of 8 AM and 5 PM PPT Monday through Friday, excluding MBCP, PG&E and SCE holidays (“Regular Business Hours”).
  - e. Provide sufficient call center staffing to meet the requirements set forth herein, including designating MBCP specific agents, to the extent needed to provide for full call center functionality, and a call center supervisor that will serve as the main point of contact between MBCP and the customer call center staff.
  - f. Provide a sufficient number of Data Manager Experts available to manage escalated calls during Regular Business Hours including staff who have experience Net-Energy-Metering (NEM) customers.
  - g. Adhere to the following performance standards during Non-enrollment Periods:
    - i. A minimum of 75% of all calls will be answered within 20 seconds.
    - ii. A minimum of 98% of all calls will be answered within 3 minutes.
    - iii. 100% of voicemail messages answered within one (1) business day.
    - iv. 100% of emails receive an immediate automated acknowledgement.
    - v. 95% of emails receive a customized response within one (1) business day.
    - vi. 100% of emails receive a customized response within three (3) business days.
    - vii. Achieve a no greater than 5% abandon rate for all calls.
  - h. Adhere to the following performance standards during Enrollment Periods:
    - i. A minimum of 75% of all calls will be answered within 60 seconds.
    - ii. A minimum of 95% of all calls will be answered within 3 minutes.
    - iii. 100% of voicemail messages answered within one (1) business day.
    - iv. 100% of emails receive an immediate automated acknowledgement.
    - v. 95% of emails receive a customized response within one (1) business day.
    - vi. 100% of emails receive a customized response within three (3) business days.
    - vii. Achieve a no greater than 10% abandon rate for all calls.
    - viii. Provide weekly and monthly reports that demonstrate whether performance standards have been met. Failure to meet performance standards will result in liquidated damages for which the Provider shall be liable.
  - i. Provide callers with the estimated hold time, if applicable. Provide an automated ‘call back’ option for callers who will be put on hold for an estimated five minutes or longer.
  - j. Record all inbound calls and make recordings available to MBCP staff upon request. Maintain an archive of such recorded calls for a minimum period of 24 months.
  - k. Track call center contact quality with criteria including:
    - Use of appropriate greetings and other call center scripts
    - Courtesy and professionalism
    - Capturing key customer data
    - Providing customers with correct and relevant information
    - First-contact resolution
    - Accuracy in data entry and call coding
    - Grammar and spelling in text communication (email and chat)

- l. Evaluate customer satisfaction through voluntary customer surveys that ask general questions about call quality, call resolution, and how satisfied the customer was with the service received.
- m. Respond to customer inquiries received through email, fax, or web-portal.
- n. Receive calls from MBCP customers referred to Provider by PG&E and SCE and receive calls from MBCP customers choosing to contact Provider directly without referral from PG&E and SCE.
- o. Provide the call center number on all PG&E and SCE invoices. Collect and/or confirm current email, mailing address and phone number of customers and add to or update database during inbound call.
- p. Collect permission (via voice recording, email request, or electronic form submittal) from customers to send electronic correspondence instead of printed mail.
- q. Respond to telephone inquiries from MBCP customers using a script developed and updated quarterly by MBCP. For questions not addressed within the script, refer inquiries either back to PG&E, SCE or to MBCP.
- r. Respond to customer inquiries within 24 hours, excluding weekends and holidays, including inquiries received either through telephone calls, email, fax or web-portal.
- s. Offer annual cross training to PG&E and SCE contact centers in coordination with MBCP.
- t. Participate in coordination meetings, at MBCP's request, to promote the resolution of any customer service issues. Such meetings may include MBCP management/staff and may require on-site participation by Provider's management/staff.
- u. Ensure monthly status reports are provided during the first week of each month.
- v. Provide weekly status reports during Statutory Enrollment Periods.
- w. Mandatory Spanish speaking call center staff available to customers during Regular Business Hours.
- x. Provide translation services for inbound calls for any requested language.
- y. Create and maintain online and downloadable forms for the MBCP website so that customers may perform program related tasks including but not limited to changing their account status to enroll or opt out of various MBCP programs. These program changes will be integrated into the Customer Relationship Management system during an hourly sync process
- z. Host MBCP meetings with call center management and representatives on a bi-monthly basis.

## 5. **Billing Administration**

- a. General
  - i. Review application of MBCP rates to customer accounts to ensure that rates are properly applied to such accounts.
  - ii. Use commercially reasonable efforts to remedy billing errors for any customer in a timely manner, no more than two billing cycles.

- iii. Provide customer mailing list to MBCP designated printer for new move-in customer notices and opt out confirmation letters routinely within 7 days of enrollment or opt out.
  - iv. Send an MBCP provided letter to customers that are overdue. If no payment is received from the customer after a certain amount of time (consistent with applicable MBCP policy), issue a CCASR to return customer to PG&E and SCE.
- b. Bill Ready Service Option
- i. Maintain a table of rate schedules offered by MBCP to its customers.
  - ii. Send certain MBCP program charges for non-MBCP customers, when supported by PG&E and SCE, based on information provided to Provider by MBCP.
  - iii. Send certain MBCP program charges as a separate line item to PG&E and SCE for placement on monthly bill during term of repayment.
  - iv. Apply PG&E and SCE account hourly interval usage data for all MBCP customers against applicable rate to allow for customer billing.
  - v. Timely submit billing information for each customer to PG&E and SCE to meet both investor-owned utilities (IOU) billing windows.
  - vi. Assist with settlement process for Net Energy Metering customers on at least an annual basis and potentially monthly by identifying eligible customers, providing accrued charges and credits, and providing mailing list to MBCP designated printer.
- c. Rate Ready Service Option
- i. Maintain a table of rate schedules offered by MBCP to its customers and provide to PG&E and SCE (if available) for use in billing.
  - ii. Monitor pending PG&E and SCE rate changes, and adjust MBCP rates to maintain relative rate levels, subject to MBCP approval.
  - iii. Assist with settlement process for Net Energy Metering customers on at least an annual basis and potentially monthly by identifying eligible customers, ensuring that PG&E and SCE provides accrued charges and credits, and providing mailing list to MBCP designated printer.

## **6. Transitional Services**

- a. Provider shall complete transitional services within 180 days as defined in the current data management contract unless an extended period is mutually agreed upon by MBCP and the provider.
- b. Validation Services
  - i. Until such time that billing services are transferred to the provider, validation of the current data vendor's billing and reporting is to be run in parallel to ensure accuracy of said billing and reporting.
  - ii. In the event that system errors are found during the validation process that affect the billing of customers, provider shall work with the current data manager to make the necessary adjustments to rectify the error.
- c. Provider shall review billing since inception of MBCP to determine if there are any gaps or errors in billing that will need resolving to ensure complete and accurate billing of all customers since enrollment.

## 7. Reporting

Report	Frequency	Delivery Method
Aging	Weekly, Monthly	SFTP
Call Center Stats	Weekly, Monthly, Quarterly, Annual	Email
Cash Receipts	Weekly, Monthly	SFTP
Days To Invoice	Weekly, Monthly	SFTP
Program Opt Up with Address	Weekly, Monthly	SFTP
Utility User Tax (UUT) where applicable	Monthly	Email
Invoice Summary Report	Weekly, Monthly	SFTP
Transaction Summary	Monthly	Email
Enrollment Report by TOT and rate class	Weekly, Monthly, Quarterly, Annual	SFTP
Retroactive Returns	Monthly	Email
Sent to Collections	Monthly	Email
Snapshot	Weekly	SFTP
Snapshot with Addresses	Weekly	SFTP
Unbilled Usage	Monthly	SFTP
Full Volume Usage by Rate Class	Monthly	SFTP
Invoiced vs Billed Reconciliation	Monthly	SFTP
4013 Reconciliation	Monthly	SFTP
Exception Handling	Weekly, Monthly	SFTP
Billing Report	Monthly	SFTP
Historical Data Reporting (ie-AMI, T+8, T+48)	Daily, Monthly	SFTP

Provider shall also assist MBCP, as needed, in compiling various customer sales and usage statistics that may be necessary to facilitate MBCP's completion of requisite external reporting activities. Such statistics will likely include annual retail sales statistics for MBCP customers, including year-end customer counts and retail electricity sales (expressed in kilowatt hours) for each retail service option offered by MBCP.

## 8. Settlement Quality Meter Data

- a. Provider shall provide MBCP or MBCP's designated Scheduling Coordinator ("SC") with Settlement Quality Meter Data ("SQMD") as required from SC's by the California Independent System Operator ("CAISO").
- b. Upon MBCP's request, Provider shall submit the SQMD directly to the CAISO on behalf of MBCP or MBCP's designated SC.

## **Contract Term**

The anticipated duration of the agreement will be from three (3) to five (5) years, with the term of agreement tentatively commencing in August 2019 (prior to MBCP's anticipated rate ready enrollment in October 2019 and enrollment of the cities of SLO and Morro Bay in Jan 2020).

## **Proposal Requirements**

1. Proposals shall specify pricing as either a fixed monthly fee, fixed monthly fee per account, or a combination of both.
2. Pricing should be stated separately for both the Bill Ready and Rate Ready billing service options, as described above.
3. Proposal shall include a demonstration of existing or planned online database and its functional capabilities.
4. Proposals shall describe controls to detect and prevent errors, and data validation processes to ensure accuracy and completeness.
5. Proposals shall include proof of concept used to minimize variance between T+8 and T+48 customer meter data.
6. Proposals shall describe the potential of locating a call center within the MBCP service area as well as how the handle customer inquiries from two different utility service territories.
7. Proposals must include the full scope of requested services.
8. Proposals may, in addition to proposing on the full scope of requested services for the entire anticipated service territory, provide an alternative proposal for either the anticipated SCE or PG&E service territory.
9. MBCP reserves the right to negotiate with any bidder and to engage in simultaneous negotiations with multiple bidders.
10. MBCP reserves the right to reject all responses received in relation to this RFP.

## **Evaluation Criteria**

In addition to the aforementioned minimum proposal requirements, all of which are mandatory, bids will be evaluated based on the following non-exhaustive list of criteria:

- Qualifications and experience of the entity, including capability and experience of key personnel to be assigned to the MBCP team and experience with other public or private agencies to provide these services;
- Confirmation history of maintaining accuracy rate of 99% or higher in exchanging customer usage, rates, billing and payment data with PG&E and SCE and providing monthly reports in accordance with Section 7 above that demonstrate whether performance standards have been met;
- Confirmation history of data discrepancies handling in terms of response time, issue investigation and identification time, and problem-solving time;
- Proposed specific and detailed approach for transition planning including roles and responsibilities and transition completion timeline;
- Proposed Project Manager for Transition planning and implementation;
- Proposed Project Manager for commercial and residential enrollment periods;
- Proposed Project Manager for day-to-day operations;

- Proposed approach, including clarity of understanding of the scope of services to be provided and appropriateness of the proposed solution/services;
- Demonstrated customer service excellence;
- Demonstrate current or planned ability to provide rate ready billing services;
- Ability to meet any required timelines or other requirements;
- Compliance with MBCP's RFP and contractual requirements;
- Ability to provide load forecasting services;
- History of successfully performing services for public and/or private agencies and other CCAs;
- Financial viability of the respondent;
- Cost to MBCP for the services identified in this RFP;
- Existence of and circumstances surrounding any claims and violations against the respondent, its representatives and/or partners; and
- Pertinent references.

MBCP reserves the right to consider factors other than those specified above and to request additional information from any/all respondents as part of the selection process. Through issuance of this RFP, MBCP makes no commitment to any bidder and provides no guarantee that a contract will be awarded. MBCP reserves the right to discontinue this RFP process at any time for any reason.

## **Financial and Operational Capabilities**

The respondent must provide evidence of financial, technical and operational capabilities for the requested data management and call center services as well as the performance of such services.

The respondent or any guarantor must provide the following:

- Audited financial statements from the previous two years or a web-link where such information may be readily accessed by MBCP.
- If available, a credit rating from two of the following: Standard & Poor's, Moody's, or Fitch Investor Services from the most recent rating agency report.

Respondents should demonstrate their qualifications in providing similar services to similar entities (i.e., other CCA programs, other public agencies and/or Direct Access customers)

Respondents should provide a minimum of three (3) references for current and/or prior agreements under which the respondent provided similar services to load serving entities or retail customers, preferably within California.

## **Respondent Proprietary Information**

Information submitted in response to this RFP will be used by MBCP or its designated representatives, including consultants, solely for the purpose of evaluating the proposals. Proprietary data should be specifically identified on every applicable page of the respondent's proposal; respondents should mark or stamp applicable pages as "Confidential" or MBCP RFP for Data Management and Call Center

“Proprietary.” Reasonable care will be exercised so that information clearly marked as proprietary or confidential will be kept confidential, except as required by law or regulatory authority. MBCP, its employees and consultants will not be liable for the accidental disclosure of such data, even if it is marked.

## **Proposal Format**

Proposal information should be organized into the following sections:

Introduction and Executive Summary - Briefly describe the firm, its organization, key personnel to be assigned to MBCP and operations, and provide similar information for any third parties that will be relied upon to provide the proposed services.

Description of Proposed Services – Describe the proposed transition services; data management; and customer call center services as specified in this RFP.

Pricing for Services – Describe the proposed pricing for all requested services.

Financial, Technical, and Operational Qualifications – Demonstrate the firm’s financial viability, qualifications, and experience in providing the proposed services. Include supporting financial statements, credit reports, references, project completion timelines from current clients description of sustainability practices, demonstration of the online database, description of controls for error and data validation and other relevant information. Additionally, proposals should include curriculum vitae for the designated Project Manager for transition services, enrollment, and day to day operations.

## **Reservation of Rights**

MBCP reserves the right to change the requirements, due dates, and other CCA Program requirements as may be necessary for the development of the overall CCA Program. MBCP does not guarantee that any contract shall be awarded or issued.

## **Proposal Delivery**

Proposals must be received by 3:00 P.M. Pacific Standard Time on August 2, 2019 through electronic submission and shall be directed to the following point of contact:

Monterey Bay Community Power  
Attention: Tiffany Law  
Email: [tlaw@mbcommunitypower.org](mailto:tlaw@mbcommunitypower.org)

All inquiries regarding this RFP must be directed, in writing, to Tiffany Law at [tlaw@mbcommunitypower.org](mailto:tlaw@mbcommunitypower.org) and Mary Ann Hernandez at [mhernandez@mbcommunitypower.org](mailto:mhernandez@mbcommunitypower.org).